

DEPARTMENT OF HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No: 01-14
Subject: Media Access

Effective Date: 08/11/04

Revision Date: 08/02/04

I. Policy Statement

The Division Director or Deputy Director shall govern the release of public information to the media, other governmental agencies, and members of the general public. Requests for information from federal, state, and local representatives of the legislative, executive and judicial branches of government shall be responded to promptly with due regard for privacy statutes and confidentiality of information. The public shall be granted the fullest access to information concerning the Department's services, programs and operations, except as specifically prohibited by state or federal law or regulation.

II. Rationale

The right of the public to know what is happening in their community has to be balanced with the need for a juvenile's confidentiality.

III. Procedures

- A. The Deputy Director is the media point of contact for the Division.
- B. Requests for information from the media shall be handled as expeditiously as possible. If appropriateness for releasing requested information is at question, the inquiry shall be referred to the Division Director.
- C. Inquiries relating to an emergency situation or incident shall be immediately forwarded to the Deputy Director or Program Director, along with all details related to the emergency and request for information. In their absence, the request and information shall be forwarded to the Division Director.
- D. In the event of an emergency, or other incident that has the potential for attracting media attention, a copy of the Incident Report shall be completed with a copy to the Deputy Director and Program Director.
- E. No employee shall initiate contact with the news media or furnish any information concerning any emergency or other incident without authorization from the Director, Deputy Director or Program Director.
- F. If an emergency situation extends beyond 48 hours, a Public Affairs Team may be assembled at the site of the emergency or incident.
 1. The Public Affairs Team shall consist of:
 - a. Deputy Director,

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DIVISION OF JUVENILE JUSTICE SERVICES
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- b. Department Public Information Officer (PIO),
 - c. Program Director,
 - d. Assistant Program Director (APD),
 - e. designated facility/program staff, and the
 - f. Information Control Manager, as designated by the Deputy Director.
 - 2. The Deputy Director and PIO shall work with local staff in gathering all pertinent information prior to release to the media. The information to be released shall be clearly defined and consistent with Department and Division policy.
 - 3. The Department PIO shall:
 - a. coordinate and supervise the predetermined media center;
 - b. maintain regular communication with the Division Director and Deputy Director in an advisory capacity and provide and receive information;
 - c. handle on-site interviews with the media;
 - d. make copies of Department and Division policy available to the media;
 - e. oversee the publishing of fact sheets and briefings to the media.
 - 4. The Deputy Director shall:
 - a. serve as backup to the PIO;
 - b. remain in contact with the PIO, providing current, factual information;
 - c. keep track of pertinent data regarding the emergency (e.g., injuries, casualties, queries and responses, sources of responses, recording news conferences, etc.).
 - 5. The APD shall:
 - a. make available to the PIO and the Deputy Director all information regarding the emergency or incident in clear, concise, and brief terms upon their arrival;
 - b. provide a map or plan of the facility/program/office;
 - c. identify space and alternate space for a media center. The space should have a telephone, podium, flip chart, chairs, table, and refreshments; and
 - d. have staff available to serve as media escorts and clerical assistants.
 - 6. The Information Control Manager shall monitor television and radio broadcasts and newspaper articles for misinformation and forward such information to the Director of Public Affairs, as soon as possible.
- G. In non-emergency situations, the Deputy Director may elect to be the official spokespersons for the Division or refer inquiries to the Department PIO. In all instances, the Department PIO shall be notified of all media contacts.

DEPARTMENT OF HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No: 01-14	Effective Date: 08/11/04	Revision Date: 08/02/04
Subject: Media Access		

- H. Program Directors and APDs may work to develop media interest in their programs. The Deputy Director shall be notified of any media contact.
- I. If a news media representative contacts a Division employee directly for an interview, the employee shall notify the Deputy Director, through supervisory channels, before speaking with the news media.
- J. During all media interviews, employees shall limit their comments to those areas of immediate responsibilities and refrain from speculative comments and philosophical discussions.
- K. Employees shall not discuss emergency situations or incidents with the news media without authorization from the Director or Deputy Director.
- L. Request from the news media for information about an employee shall be referred to the Department's Office of Human Resources.
- M. News media requests for interviews or other contact with juveniles or employees shall be communicated to the Deputy Director immediately by phone and confirmed by email.
 - 1. At least 24 hours advance notice shall be required for visits to facilities/programs/offices, except in emergency situations.
 - 2. Media representatives shall be required to sign the Media Agreement prior to the visit.
 - 3. A representative, designated by the respective APD, shall accompany Media representatives visiting Division facilities/programs. Designated representatives shall be present during interviews.
 - 4. Media representatives shall be allowed to visit only those facilities/programs/offices previously approved, and must present picture identification.
- N. Media representatives shall be subject to all applicable policies and procedures. Disregard for security safeguards shall result in termination of the visit.
- O. Media access to any facility or program may be suspended during an emergency situation for an indefinite period of time following the emergency.

DEPARTMENT OF HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No: 01-14	Effective Date: 08/11/04	Revision Date: 08/02/04
Subject: Media Access		

- P. Media representatives shall be required to submit a request to photograph or videotape juveniles in a secure facility to the Deputy Director 48-hours in advance. The Deputy Director shall determine the location and length of juveniles' interviews. Interviews shall not pose an undue hardship on, nor jeopardize the safety of, juveniles or employees.
1. Juveniles shall not receive any compensation for media interviews.
 2. Juveniles shall not be permitted to hold news conferences.
 3. Prior to any filming or photographing, the juvenile and parent or guardian must sign the Parent/Guardian Release Form if the juvenile is to be photographed or videotaped in any identifiable way.
 4. The media representative and APD shall be required to sign the Media Agreement Form prior to any filming or photographing.
 5. Judicial approval shall be required for any filming or photographing of non-committed juvenile.
- Q. Press conferences may be held at the discretion of the Division Director. Media representatives shall be notified, via facsimile or telephone, at least one hour in advance.
- R. The Deputy Director or designee may issue press releases to focus attention on the Division's significant events, accomplishments, and trends.
- S. The Division Director must approve all public service announcements.
- T. The Juvenile Parole Authority shall develop guidelines for media access to hearings they conduct.

IV. Continuous Renewal

This policy shall be reviewed five (5) years from its effective date to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

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This policy has been reviewed by the Board of Juvenile Justice Services and is approved upon the signature of the Director.

Eldon Money, Chairman
Board of Juvenile Justice Services

Date

Blake D. Chard, Director
Division of Juvenile Justice Services

Effective/Revision Date